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Call Center Supervisor Guide

NORTEL NETWORKS™

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Call Center Supervisor Guide

Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller. If there are no agents available, the calls are placed in a skillset to wait for an appropriate agent. Waiting callers receive periodic announcements and informative messages.

This guide describes how you can use Call Center features as a supervisor or an agent. For more information about Call Center agents, refer to the *Call Center Agent Guide*. For information about Call Center administration, refer to the *Call Center Set Up and Operation Guide* and the *Call Center Reporting Set Up and Operation Guide*. For information about Multimedia Call Center, refer to the *Multimedia Call Center Set Up and Operation Guide* and Multimedia Call Center Agent Help.

Logging on to Call Center

You can log on as a supervisor to monitor or participate in calls between agents and callers. You can also log on to a skillset as an agent to have calls routed to you. Check with your Call Center Administrator to make sure you are set up as a supervisor.

You must use a two-line display telephone. Your telephone must have handsfree/mute capability. To monitor calls with your voice muted, your telephone must have the handsfree/mute feature programmed.

What agents should log on to

The Call Center Administrator assigns what type of calls agents can receive. The type of calls agents can receive determines whether they must log on to a telephone, Multimedia Call Center or both. This table shows what capabilities agents have depending on the call types they can receive.

Tell your agents what they must log on to, depending on the type of calls they can receive.

Type of calls the agent can receive	Is the agent logged on to a telephone?	Is the agent logged on to Multimedia Call Center?	Can the agent have voice calls?	Can the agent have phone and browser Multimedia Call Center calls?	Can the agent have browser only Multimedia Call Center calls?
Voice	No	Not permitted	No	-	-
	Yes	Not permitted	Yes	-	-
Multimedia Call Center	No	No	-	No	No
	No	Yes	-	No	Yes
	Yes	No	-	No	No
	Yes	Yes	-	Yes	Yes
Both	No	No	No	No	No
	No	Yes	No	No	No
	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes

Using Feature Codes

Call Center agents and supervisors use Feature Codes to access Call Center features. The default Feature Codes are shown below. Your Call Center Administrator can program Custom Feature Codes that you use instead. If you use Custom Feature Codes, you can record them in the space provided below. Tell the agents what the Custom Feature Codes are.

Feature	Default Feature Code	Custom Feature Code
Open mailbox	✆ 9 8 1	✆ 9 ___ ___
Log on/Log off	✆ 9 0 4	✆ 9 ___ ___
Not Ready	✆ 9 0 8	✆ 9 ___ ___
Display Waiting Calls	✆ 9 0 9	✆ 9 ___ ___

You can program these Call Center Feature Codes to memory buttons:

- Log on ✆ 9 0 4
- Display Waiting Calls ✆ 9 0 9
- Not Ready ✆ 9 0 8

For how to program a Feature Code to a memory button refer to "Programming a memory button" on page 8.

If you enter a CallPilot Feature Code (not a Call Center Feature Code) while you are logged on, the date and time display appears after the feature times out or you exit the feature. You can enter ✆ 9 0 4 (Log on) to return to the last ✆ 9 0 4 display.

If you enter a Call Center Feature Code such as ✆ 9 0 8 while you are logged on to ✆ 9 0 4, the last ✆ 9 0 4 display returns before you exit.

Log on/Monitor calls [ ] 9 0 4

Use [ ] 9 0 4 to log on to Call Center and the skillsets you are assigned to, and to monitor calls. You can program a memory button with the Log on Feature Code. If the memory button you choose has an indicator, the indicator shows your log on status.

- If the indicator is off, you are not logged on.
- If the indicator is on, you are logged on.

For information about how to program a memory button, refer to "Programming a memory button" on page 8.

Using a headset

Use a headset rather than handsfree when you monitor a call. This ensures call privacy and reduces the office noise level. The headset must be plugged into the headset port on the bottom of the telephone. If you pick up the handset when the headset is plugged in, the handset does not work. Check with your Call Center Administrator to make sure you can use a headset with your telephone.

Monitoring tips

- More than one supervisor can log on to the same skillset.
- An agent can be monitored by only one supervisor at a time.
- Agents hear ringing when a supervisor begins to monitor the call.
- While you monitor a call, the intercom indicator on your telephone flashes. This is normal and indicates the telephone is muted.
- While you are on a call, do not initiate a monitoring session.

Note: You can monitor only incoming calls. You cannot monitor outgoing calls.

You cannot monitor an agent who is:

- on a conference call
- using Call Forward on Busy
- using Do Not Disturb

Multimedia Call Center Calls that do not have a PSTN component do not appear in Call Center Reporting.

If a Multimedia Call Center agent logs on to their set but does not log onto their computer, the agent appears as logged on to the Call Center, but does not receive any calls. To check whether agents are taking calls, you can create a report in Call Center Reporting.

Display Waiting Calls [ ] 9 0 9

Use Display Waiting Calls to view information about skillsets and the calls waiting in skillsets. The table below describes the information in each display.

Display	Description
Skill 1: Enabled	shows the skillset number and the status of the skillset. The status can be Enabled, Disabled or Uninit (uninitialized).
1: 6 agents	shows the skillset number and how many agents are currently logged on to the skillset
1: 10 calls	shows the skillset number and the number of calls in the skillset
1: wait 9:45	shows the skillset number and the time of the call waiting longest in the skillset.

Using Display Waiting Calls from a two line display telephone

1 Press [ ] 9 0 9.
The skillset display for skillset 1 appears.

2 Press SKILL to view information about the next skillset. Press NEXT to view the next Display Waiting Calls display.

3 Press [ ] to exit.

Using Display Waiting Calls from a one line display telephone

1 Press [ ] 9 0 9.

2 While you are using [ ] 9 0 9, on a one line or a two line display telephone you can:

- press 1 for GOTO to enter the number of the skillset you want to monitor
- press 2 for SKILL to monitor the next enabled skillset
- press 3 or 6 for NEXT
- press 4 for PREV to go to previous menu
- press # to go to the next menu
- press * to cancel the session

3 Press [ ] to exit at any time.

Using Display Waiting Calls with a memory button

Program a memory button with [ ] 9 0 9 to view the status of all skillsets, including the skillsets that you are logged on to. If the memory button you choose has an indicator, the indicator shows information for the calls for the skillset that you are logged on to.

- If the indicator is off, all of the calls are within the acceptable wait time.
- If the indicator is flashing slowly, at least one call has exceeded the first alert time.
- If the indicator is flashing quickly, at least one call in the skillset has exceeded the second alert time. The Call Center Administrator sets what the wait times are.

For information about how to program a memory button, refer to "Programming a memory button" on page 8.

Not Ready [ ] 9 0 8

If you use Not Ready, you do not receive calls. The Call Center Administrator can also program a Break Time, which makes Call Center automatically wait a short time before it routes the next call to you. You can use the Break Time to complete any paperwork required by the last call. If you need some extra time, use Not Ready to prevent Call Center from routing another call to you. Do not use the Do Not Disturb feature. You can use Not Ready while a call is ringing on your telephone. The call that is ringing on your telephone goes back to the skillset. You can program a the memory button with an indicator instead of pressing [ ] 9 0 8 .

For how to program a memory button, refer to "Programming a memory button" on page 8.

Using Not Ready

1 Press [ ] 9 0 8 . Make Not Ready appears on the display.
If you press [ ] 9 0 8 and Break canceled appears on the display, you canceled the Break Time that the Call Center Administrator programmed for you. You must press [ ] 9 0 8 again to activate the Not Ready feature.
If you press [ ] 9 0 8 and Agent active appears, the Not Ready feature was on and you canceled it. Press [ ] 9 0 8 again to activate Not Ready.

2 Cancel the Not Ready feature by pressing [ ] 9 0 8 when you are ready to take calls again.
If Not ready appears, press [ ] 9 0 8 again.
Not Ready is automatically enabled if you do not answer your telephone, and if this option is configured in Call Center.

Programming Not Ready to a memory button

You can have convenient, one button access to Not Ready if you program a memory button with the Not Ready Feature Code. If the memory button you choose has an indicator, the indicator shows your busy status:

- If the indicator is off, Not Ready is off.
- If the indicator is on, Not Ready is on.
- If the indicator is flashing, the Break Time feature is on.

For how to program a memory button, refer to "Programming a memory button" on page 8.

Programming a memory button

You can program memory buttons for one-touch access to Call Center features. We recommend that you program memory buttons for the Log on [✆] [9] [0] [4], Not Ready [✆] [9] [0] [8] and, optionally, the Display Waiting Calls [✆] [9] [0] [9] features. You cannot assign features to Line, Intercom, Answer or Handsfree/Mute buttons.

Programming a feature to a memory button

1. Press [✆] [*] [3].
2. Press the memory button that you want to program.
3. Press [✆] and enter the feature code.

Use the paper labels that come with your telephone to identify the programmed button. To use the Feature Code, press the labeled button.

Memory button indicators

Memory button indicators are triangular icons (▶) that appear beside some memory buttons. If you program Call Center features on memory buttons with indicators, the indicators show additional information about the feature.

Logging on to Call Center

1 Press [ ] 9 0 4 .

2 Enter your Agent ID number and press OK or # .
Your Agent ID number is given to you by your Call Center Administrator.

3 Enter your password and press OK or # .
The default password you enter to log on for the first time, or if your password is reset, is 0000. If you enter the default password, you must change your password. Enter a new password from four to eight digits long and press OK. Enter your new password again and press OK.

4 Press CHNG until Supervisor: Y appears. If you log on as a supervisor, you can monitor and participate in calls.

5 Press OK to accept supervisor status.
If you want to log on as an agent, press CHNG until Supervisor: N appears, then press OK to log on as an agent. If you log on as an agent, calls are routed to you but you cannot monitor calls.

6 Press IN to log on to one or more skillsets that you want to monitor. You can monitor only the agents who are logged on to the same skillset as you. If IN does not appear, you are already logged on to all the skillsets or there are no skillsets available.

7 Press CHNG until the skillset you want to log on to appears on the display. The skillsets that are available are the skillsets that are assigned to you. If there is only one skillset available to log on to that you are assigned to, you are automatically logged on to that skillset.

8 Press OK. The display briefly confirms the skillsets that you are logged on to.

9 Press NEXT.

10 Press SUPER to monitor an agent. Calls are not routed to you.

11 Press OK to accept the skillset shown or press NEXT or PREV to find the skillset you want to monitor.

12 Enter the Agent ID of the agent you want to monitor and press OK.
Invalid Agent appears if the agent is not assigned to you.
You can press DIR to find the Agent ID in the Agent directory. You can monitor any agent that is in a skillset assigned to you.

13 Press OBSV to monitor an agent's call. At any time you can press the CANCL button if you want to exit the monitoring session without logging off.

14 Press INFO to display the Agent ID number, agent name, call state and the time in minutes and seconds that the call has been in this state. Call states include Idle, Busy, and Break Time (IN CALL OUT CALL).

15 Press INFO a second time to display the Agent ID number, agent name, and monitoring options again.

16 To join the call, press the Intercom button or pick up the handset.
If you do not want to be heard, do not press the intercom button and do not pick up the handset. These actions unmute your telephone.

17 Press CANCL to end monitoring a call. The next agent's name appears for you to monitor.

18 Press [ ] to end your session.

Logging off

Log off when you complete your shift or will be away from your telephone for an extended period.

1. From the display that shows your name on the top line, press OUT. The date and time display appears. If OUT does not appear, you are not logged on to any skillsets.

Changing your supervisor password

Keep your password confidential. Change your password regularly, about every 30 days.

1 Press [ ] 9 0 4 .

2 Enter your Agent ID number and press OK.

3 Enter your password and press OK.
The default password you enter to log on for the first time, or if your password is reset, is 0000. If you use the default password you must change your password.

4 Press OK to accept supervisor status, or press CHNG and then OK to log on as an agent.

5 Press IN to log on to one or more skillsets.
If IN does not appear, you are already logged on to all the skillsets or there are no skillsets available.

6 Press CHNG until the skillset you want to log on to (All, or a number) appears on the display.
If there is only one skillset available to log on to that you are assigned to, you are automatically logged on to that skillset.

7 Press OK.

8 Press NEXT.

9 From the Supervisor display, press ADMIN.

10 Enter a new password from four to eight digits long and press OK.

11 Enter your new password again and press OK.

12 Press [ ].

Checking skillset mailboxes for messages

Frequently check skillset mailboxes for messages. Only one person at a time can retrieve messages from each skillset mailbox. If different people access the messages in the skillset mailbox throughout the day, each person should:

- listen to the message
- write down what the message says
- erase the message
- return the caller's telephone call

If the caller is not available, the agent can try again later or give the message to another agent. If only one agent retrieving the messages at your call center, this agent does not need to transcribe and delete each message before callback. This agent handles messages and knows the status of the old messages.

Playing messages in a skillset mailbox

1. Press [Menu] [9] [8] [1].
   Follow the voice prompts or the display button options on your telephone to open the skillset mailbox.
2. Press PLAY or [2] to listen to your messages.
   For other options, refer to the user card for your telephone, the *CallPilot Reference Guide*, or the *Call Center Set Up and Operation Guide*.
3. Press [Drop] to end the session.

Updating web page lists for Multimedia Call Center agents

Multimedia Call Center agents send web pages to callers. If the list of web pages is updated, make sure you know where the new list is and tell the agents to update their Favorites. For information on how to update and distribute web page lists, refer to the *Multimedia Call Center Set Up and Operation Guide*. For information on how agents update their Favorites, tell the agents to refer to the Multimedia Call Center Agent Help.

Features not to use while you are logged on

Call Park

Instead of using Call Park to transfer a call to another agent or send the call back to a skillset:

- to send the call to a specific agent, enter the Transfer Feature Code ([✆] [7] [0]) and enter the agent's extension number
- to send the call to a skillset, enter the Transfer Feature Code ([✆] [7] [0]) and enter the mailbox number of a skillset to send the call to a skillset

Call Forward

Do not use Call Forward ([✆] [9] [8] [4] or [✆] [4]) to forward calls.

Call Pickup

Do not use Call Pickup to retrieve a call that is ringing on another agent's phone. Instead:

- let the call ring at the agent's phone until the number of rings for Transfer Callback Timeout is reached

or

- enter the Not Ready Feature Code ([✆] [9] [0] [8]) on the other agent's phone

Do Not Disturb

Instead of using Do Not Disturb, use the Not Ready Feature Code ([✆] [9] [0] [8])

Call Forward No Answer

You can use Call Forward All Calls, Call Forward No Answer, and Call Forward on Busy only to the voicemail extension. The number of rings must be set to be more than the number of rings for the transfer callback timeout.

Answer DN

Do not use the Answer DN feature on any sets that you use as agent or supervisor sets.